

**ABBREVIATIONS:-**

**SFMSS:-** Store and Forward Message Switching System

**EKBC:-** Electronic Key Board Concentrator.

**B-FAX:-** Bureau-Fax.

**ETP:-** Electronic Teleprinter.

**FT:-** Formatted Terminal.

**Complaints against the functioning of BSNL in NER**

**405. SHRI DWIJENDRA NATH SHARMAH:** Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints received by Government against the functioning of BSNL in NER during the last three years; and

(b) the action being taken or proposed to be taken by Government in this regard?

**THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD):** (a) Sir, the number of complaints received during the last three years is 21,661.

(b) The action being taken or proposed to be taken to improve functioning of BSNL in NER is given below:—

- (i) Enhancement of existing exchange capacities for providing New Telephone connections.
- (ii) Upgradation of transmission media for better and reliable communication and enhancement of its existing capacities.
- (iii) Installation of WLL systems in rural areas to clear waiting list.
- (iv) Cellular Mobile Services are being rolled out in NER progressively.
- (v) Increasing Customer Service Centres (CSCs) to facilitates the subscribers for any telecom service & billing/payment related issues.
- (vi) For effective grievance redressal, computerized PGRMS (Public Grievances Redressal Management System) Web based software has been introduced and Telephone Adalats/Open House Sessions are being held on regular basis.